

## **Job Title: Inside Sales Representative**

**Company:** Bertram Communications

**Location:** Random Lake Wisconsin

**Employment Type:** Full-Time

### **About Us:**

Bertram Communications is a leading Internet Service Provider committed to delivering high-speed internet services to our customers. We provide a full suite of internet connectivity solutions, including fiber to the home and internet over fixed wireless, ensuring reliable and high-speed connections for all our clients. We are dedicated to innovation, excellence, and providing top-notch connectivity. Join our team and help us shape the future of wireless and fiber internet services.

### **Job Description:**

We are seeking a dynamic and motivated Inside Sales Representative to join our team. The ideal candidate will be responsible for answering incoming phone calls and tickets, responding promptly and professionally. This person will also monitor and respond to social media sales leads, schedule installations in our management system, and assist customers in selecting the most appropriate plan.

### **Key Responsibilities:**

- Answer incoming phone calls and respond to customer inquiries and tickets in a timely and professional manner.
- Monitor and respond to social media platforms for sales leads and inquiries.
- Track sales leads and follow up after initial contact to try to close the sale.
- Assist customers in selecting the best internet plan based on their needs and requirements.
- Schedule installations and service appointments in our management system.
- Follow up with potential customers to provide additional information and answer any questions.
- Close sales by understanding customer needs and offering tailored solutions, utilizing effective sales techniques such as active listening, addressing objections, and emphasizing benefits.
- Maintain accurate records of customer interactions and sales activities.
- Collaborate with the technical and support teams to ensure smooth service delivery.
- Stay up-to-date with company products, services, and pricing to provide accurate information to customers.
- Achieve and exceed sales targets and performance metrics.
- Provide exceptional customer service and build strong relationships to encourage repeat business and referrals.

**Qualifications:**

- Proven experience in a sales or customer service role, preferably in the telecommunications or internet service provider industry.
- Excellent communication and interpersonal skills.
- Strong ability to understand customer needs and provide appropriate solutions.
- Proficiency in using CRM systems and other sales-related software.
- Ability to manage multiple tasks and priorities effectively.
- Strong organizational and time management skills.
- Familiarity with social media platforms and responding to customer inquiries online.
- High school diploma or GED required; a degree in Business, Marketing, or a related field is a plus.
- Knowledge of effective sales techniques, such as active listening, objection handling, and closing strategies.
- Ability to remain positive and motivated, even in challenging situations.
- Strong problem-solving skills and the ability to think on your feet.

**What We Offer:**

- Competitive salary.
- Opportunities for professional growth and development.
- A dynamic and collaborative work environment.
- Comprehensive training and support to ensure your success.
- The chance to be part of a forward-thinking company dedicated to innovation and excellence.

**How to Apply:**

Interested candidates are invited to submit their resume and cover letter to [Your Email Address] with the subject line "Inside Sales Representative Application - [Your Name]".

[Your WISP Company Name] is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.